

CALIFORNIA'S CERTIFIED ARBITRATION PROGRAMS



CERTIFIED ARBITRATION PROGRAM

BBB Auto Line

4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838
(800) 955-5100

MANUFACTURERS REPRESENTED

AM General (Hummer), Aston Martin, Bentley, BMW (includes Mini Cooper), Ford (includes Lincoln, Mercury, Ford motor home chassis), General Motors (includes Buick, Cadillac, Chevrolet, GMC, Geo, Oldsmobile, Pontiac, Saab, and Saturn), Honda/Acura, Hyundai, Isuzu, Kia, Lamborghini, Land Rover, Lotus, Mazda, Nissan/Infiniti, Volkswagen/Audi, Workhorse Custom Chassis (some models)

Consumer Arbitration Program for Recreational Vehicles (CAP-RV) *

P.O. Box 1424
Waukesha, WI 53187-1424
(800) 279-5343

Airstream Inc., Thor Motor Coach, Inc., and Winnebago Industries, Inc.

California Dispute Settlement Program (CDSP)

P.O. Box 688
Mount Clemens, MI 48046
(888) 300-6237

Toyota (includes Scion)

Consumer Arbitration Program for Motor Vehicles (CAP-Motors)

P.O. Box 1424
Waukesha, WI 53187-1424
(800) 279-5343

Porsche

Hearings are held throughout California.

* In most programs, arbitration of a motor home warranty dispute is limited to the chassis, chassis cab, and propulsion portions only.

NOTE: *Some manufacturers do not have state-certified arbitration programs in California. Please check your owner's manual and warranty materials to determine if your vehicle manufacturer offers an arbitration program.*

For the most recent information regarding state-certified arbitration programs and Lemon Law regulations, please see the Department's website at www.LemonLaw.ca.gov or call 800.952.5210.